

FortisBC Business Voice: Frequently asked questions

General

Does this site require any special hardware or software?

A standard desktop computer, tablet or smart phone with internet access is sufficient.

Will there be any fees or costs?

FortisBC Business Voice membership is free.

What if my registration information changes?

You can update your registration details at any time clicking the **update** link on the log in page.

How do I cancel my membership (opt-out)?

You can opt out at any time by emailing support@businessvoicefortisbc.com. You can also cancel your membership by clicking the **unsubscribe** link at the bottom of your FortisBC Business Voice survey invite email.

Why aren't I receiving emails from this site?

It's most likely our emails are being directed to your junk mail folder. Make sure you add the email address support@businessvoicefortisbc.com to your address book. If the issue continues, please contact technical support at support@businessvoicefortisbc.com.

How often will I be asked to give feedback?

We'll issue surveys and discussions once or twice a month, although you'll only be invited to take part in discussions relevant to your specific details, such as your location or FortisBC account. We'll notify you of new surveys via email.

How long will surveys take to complete?

They'll usually take about 5 minutes; occasionally they might be closer to—although not exceeding—10 minutes.

How do I know you've received my responses?

Once you've clicked the "finish" button at the end of each questionnaire, you'll see a "thank you" page—this confirms your data is stored on our secure server.

How soon will I be updated on the outcome?

We'll be in touch via email to update you as to how we're implementing your feedback.

Privacy

Your personal information is used in accordance with the [FortisBC Privacy Policy](#).

Technical support

If you experience a technical problem with this site, contact technical support at support@businessvoicefortisbc.com. For any issues related to your FortisBC billing account, please see the links below.

FortisBC account and billing queries

Account Online

This site is not linked to your Account Online profile. To register for Account Online, or to log in and manage your billing details, go [here](#).

Electricity customers

To report a power outage, call 1-866-436-7847 (24 hours).

Customer service contact details, including for billing and inquiries, can be found [here](#).

FAQs related to electricity meters can be found [here](#).

Safety information can be found [here](#).

Natural gas customers

To report a gas leak, call FortisBC at 1-800-663-9911 (24 hours) or call 911.

Customer service contact details, including for billing and inquiries, can be found [here](#).

FAQs related to your natural gas account can be found [here](#).

Safety information can be found [here](#).